TO: ALL PROVIDERS

The telephone number used for **INTERACTIVE** transmissions to Alabama Medicaid is being changed. In order to ensure no interruption in service, your dial-out system must be updated with the new number no later than **JUNE 30, 2003**.

For interactive transactions, change the telephone number from 1-800-328-2427 to **1-866-627-0017**.

If you are using software purchased from a software vendor and do not know where to change the telephone number within your software, please contact your software vendor for assistance.

If you are using Provider Electronic Solutions software or LTC application software, you can update your dial-out system by going to TOOLS>>OPTIONS and selecting the CARRIER tab. Left click on the TELEPHONE NUMBER field, make a note of every character in the existing phone number, and change the interactive number to **1-866-627-0017**. Be sure to include all characters as they appeared in the existing telephone number such as dashes, commas, or access codes.

If you need assistance making these changes in your Provider Electronic Solutions software, contact the EDS Helpdesk at 1-800-456-1242, or 1-334-215-0111.

May 19, 2003

EDS

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